

CONSOLIDATED MAIL SERVICES

CMS Express

www.ga.wa.gov/mail

CMS—Working for you!



To Track or Not to Track

Do you ever have the need to know if a piece of mail has been processed through our Inserting section? When did it get to the post office or was it delivered? Do you ever need to have CMS pull one piece of mail out of thousands?

A new inserting technology called file-based processing may be your answer. File-based processing provides a greater level of mail piece integrity than any other inserting system. It uses a small scan code printed on the inserted document that matches the mail piece to an elec-

tronic file. An unlimited amount of information about each mail piece can be sent to the inserter and back to the host computer via input and output files. The file-based control system includes software and a system of scanners located at strategic points throughout the printing (at Department of Information Systems), inserting (at CMS), and through USPS processes. The “data-driven” mailing enables:

- High integrity tracking and tracing of each mail piece through each step of the printing, inserting, and delivery process to support proof of mailing.
- Database tools including last minute changes in selective inserting, prioritization of inserts on a per piece basis, and accountability of insert information.
- Real-time remote monitoring of mail piece status and late divert (pulls) decisions.
- On-line printing of address, return address, messages, piece identifiers, POSTNET barcodes or other handling codes.
- Automatic compensation for scanning errors to avoid system stoppages.

The end result is a valuable tool to monitor material flow. CMS can help you understand the capabilities and apply them to your need. Give the CMS Inserting section a call for further information at 360-664-9618.

USPS Window Envelope Regulation—The “Hot Topic”

Most of our customers have been inundated with information regarding the USPS regulation concerning window envelopes. Emails and phone calls have been numerous. Samples and copies have been sent back and forth between CMS and customers. Programming changes have been made, envelopes ordered, and other solutions have been created to comply with the regulation. Great progress has been made.

August 23, 2004 the waiver negotiated by CMS and the Postal service ended. CMS will continue to check mail submitted to our facility by performing a “tap-test”. Mail that does not pass will be submitted to the Postal service without delay at the full postage rate. However, there is a chance it will be returned to the sender by the Postal Service because by their standards it is deemed “unmailable”.

For more information regarding the regulation or CMS procedures for mail sent in window envelopes visit our website at www.ga.wa.gov/mail.

Let Us Introduce You...

CMS recently hired a new Customer Service Manager. Alisha Atkinson started the first of July, filling the position Doug Rohr vacated when he became the Outgoing Section Manager. Alisha has worked for the state since 1997. She was previously the mail-room manager at Labor and Industries.

Alisha spent her first two months cross training in all sections at CMS to familiarize herself with processes.

You may reach Alisha at 360-664-9507 or email her at aatkins@ga.wa.gov.



Alisha Atkinson
Customer Service Manager

Did you know?

To find a PO Box or Mail Stop you can access a database on our website.

Go to
www.ga.wa.gov/mail
and click on PO Box/Mail Stop Information and Schedule Look Up.

Dates to Remember

- 7/04 Independence Day
- 8/23 USPS Waiver Ended for Mail Sent in Window Envelopes
- 9/06 Labor Day
- 9/21 Quarterly Customer Training and Tour

Tracking Campus Mail

CMS customers are discovering the advantages of having specific campus mail tracked from pick up to delivery. Agencies are using tracking for sending warrants, payroll, and even evidence. The procedure ensures an extra level of security for delivery of these important items.

Since these items are sent through campus (interagency) mail they do not leave the state system and do not require postage, saving the sender money. In most cases CMS makes next day delivery of these items. If you would like to have some campus mail tracked, you may set this up by calling Sher Dotson at 360-664-9617.



Contact Information

Customer Service	(360) 664-9506
Campus and Incoming Mail	(360) 664-9617
Outgoing Mail/Presort Section	(360) 664-9619
Outgoing Mail/Inserting Section	(360) 664-9618
Distribution	(360) 664-9616
Fiscal/Invoicing	(360) 586-1947
Receptionist	(360) 586-0457
Supply Line	(360) 753-5443
Fax	(360) 664-9620

Training and Tour Opportunity at CMS

Every quarter CMS offers training and a tour of the facility. The next class will be **September 21, 2004 from 9:30 to 12:00 at CMS**. If you would like to learn how CMS processes mail and get answers to your questions, please register for this class by September 16th. There is no cost to attend. Call customer service at 360-664-9506 or 360-664-9507 to register.

Consolidated Mail Services is located in downtown Olympia at 616 Cherry Street.

CMS facility entrances are located on 7th Street or Legion Way, between Cherry and Chestnut Streets. On street metered parking is available.

For a map, please visit our website.

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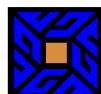
Forward your comments or questions to:

Diane Wilkinson
Customer Service
(360) 664-9506
dwilkin@ga.wa.gov

~Reminder~

Pink Slip contact information should be kept current. Please call CMS at 360-664-9617 to make changes.

Visit our website at
www.ga.wa.gov/mail



Washington State Department of

General Administration